Chefmate®

Serial #:_____

Instruction Manual for the *Chefmate*® Countertop Rice Cooker Model RC1

For Service on Your Rice Cooker:

1. Visit our website at ***www.globeslicers.com*** (select the Support / Parts drop down).

2. Or call the Globe Service Department at 937-297-7247 and ask for contact information for your local service company.

Visit our website for information on additional products available from Globe.

www.globeslicers.com

Slicers, Mixers, Countertop Cooking Equipment, Meat Choppers & Scales

- IMPORTANT SAFETY NOTICE -

This manual contains important safety instructions which must be strictly followed when using this equipment.

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Attention Owners and Operators

Globe's equipment is designed to provide safe and productive processing, cooking and warming of food products as long as the equipment is used in accordance with the instructions in this manual and is properly maintained. Unless the operator is adequately trained and supervised there is a possibility of serious injury. Owners of this equipment bear the responsibility to make certain that this equipment is used properly and safely, and to strictly follow all of the instructions contained in this manual and the requirements of local, state or federal law.

Owners should not permit anyone to touch this equipment unless they are over 18 years old, are adequately trained and supervised, and have read and understood this manual. Owners should also ensure that no customers, visitors or other unauthorized personnel come in contact with this equipment. Please remember that Globe cannot anticipate every circumstance or environment in which its equipment will be operated. It is the responsibility of the owner and the operator to remain alert to any hazards posed by the function of this equipment. If you are ever uncertain about a particular task or the proper method of operating this equipment, ask your supervisor.

This manual contains a number of precautions to follow to help promote safe use of this equipment. Throughout the manual you will see additional warnings to help alert you to potential hazards.

Warnings affecting your personal safety are indicated by:

or

Warnings related to possible damage to the equipment are indicated by:

If any warning labels or this manual are misplaced, damaged, or illegible, or if you require additional copies, please contact your nearest representative or Globe directly for these items at no charge.

Please remember that this manual or the warning labels do not replace the need to be alert, to properly train and supervise operators, and to use common sense when using this equipment.

Installation

UNPACKING

Unpack the Rice Cooker immediately after receipt. If the machine is found to be damaged, save the packaging material and contact the carrier within fifteen (15) days of delivery. Immediately contact Globe or your local dealer of the equipment. **You have no recourse to damage after fifteen (15) days.**

⚠WARNING

TO AVOID SERIOUS PERSONAL INJURY:

- **ALWAYS** install equipment in a work area with adequate light and space.
- **ONLY** operate on a solid, level, nonskid surface that is nonflammable and away from sinks and water hazards.
- **NEVER** bypass, alter or modify this equipment in any way from its original condition. Doing so may create hazards and will void warranty.
- **NEVER** operate the Rice Cooker without all warnings, including the sticker attached to the line/cord.

⚠WARNING **PROPER GROUNDING**

THIS MACHINE IS PROVIDED WITH A THREE-PRONG GROUNDING PLUG. THE OUTLET TO WHICH THIS PLUG IS CONNECTED MUST BE PROPERLY GROUNDED. IF THE RECEPTACLE IS NOT THE PROPER GROUNDING TYPE, CONTACT AN ELECTRICIAN. DO NOT, UNDER ANY CIRCUMSTANCES, CUT OR REMOVE THE THIRD GROUND PRONG FROM THE POWER CORD OR USE ANY ADAPTER PLUG (Fig. 5-1 and Fig. 5-2).

Fig. 5-1 Correct

Fig. 5-2 Incorrect

Use rice cooker in properly ground outlets only.

1. Complete the warranty card and mail it to Globe or register online at www.globeslicers.com/warranty.asp.

2. Rice Cooker and outside covering/containment unit will become HOT during and after use. Use caution when touching the unit.

SAVE THESE INSTRUCTIONS

Power Cord:

- Proper Use of extension cord, if required.

    1. The extension cord should be a grounding-type, 3-wire cord: the marked electrical rating of the extension cord should be at least as great as the electrical rating of the appliance.

    2. The cord should be arranged so that it will not drape over the countertop or tabletop where it can be pulled on by others or tripped over unintentionally.

    3. Check local fire & safety ordinances before using any extension cords.
    DO NOT USE if power cord or extension cord is damaged.

Installation

INSTALLATION

1. Read this manual thoroughly before installation and operation. DO NOT proceed with installation and operation if you have any questions or do not understand anything in this manual. Contact your local representative or Globe first.

2. Remove the rice cooker from the box. Once your rice cooker has been removed from the packaging, be certain that all protective plastics and residues are removed from all surfaces.

4. Inspect the rice cooker to ensure all parts have been provided.

3. Select a location for the rice cooker that has a level, solid, nonskid surface that is nonflammable and away from water hazards or sinks, and is in a well-lighted work area away from children and visitors.

5. Install the Rice Cooker in its location with at least 4" between the appliance and the walls or other objects.

6. Proper connections and power supply are essential for efficient performance.

⚠CAUTION This equipment gets EXTREMELY HOT so make sure all flammable/combustible materials are set away from this equipment.

COMMISSIONING:

Commissioning of your new rice cooker is of the utmost importance. Commissioning is the thorough and methodical testing of the equipment, sub systems, and systems to ensure that the final product functions properly and safely at the work site. By identifying any potential problems (i.e.: equipment location, ventilation, local fire/ electrical codes, installation, operator training and certification) prior to equipment being placed into service, costly outages and potential damages may be avoided.

SAFETY ALWAYS.

Safeguards & Safety Instructions

⚠WARNING TO AVOID SERIOUS PERSONAL INJURY:

- **DO NOT** operate the rice cooker before reading the instruction manual.
- **ALWAYS** disconnect or unplug electrical power before cleaning, servicing or adjusting any parts or attachments.
- **NEVER** bypass, alter, modify or attach any unauthorized parts to this equipment. Doing so may create hazards and will void warranty.
- **NEVER** operate rice cooker with a damaged power cord or plug.
- **NEVER** leave the rice cooker on for prolonged periods of non-use.
- **NEVER** use the rice cooker as a heating source for your kitchen, space, or room.
- **ALWAYS** keep hands, hair and cloth away from heating elements of the rice cooker.

IMPORTANT SAFEGUARDS & SAFETY INSTRUCTIONS

⚠CAUTION When using electrical appliances, basic safety precautions should always be followed. DO NOT operate rice cooker if unit appears damaged or malfunctions in any manner. Call customer service for assistance. Including the following:

- To protect against electrical shock, do not immerse cord, plugs, or appliance in water or in any liquid.
- Close supervision is necessary when rice cooker is being used. Operator must be properly trained on all operational and safety procedures.
- Unplug unit when not in use and before cleaning. Allow unit to cool before moving or cleaning.
- The use of any cooking pans/pots, which are not recommended by the manufacturer, may cause fire or injuries.
- Do not use outdoors. For indoor use only.
- Do not allow power cord to hang over edge of table or counter, or to touch hot surfaces.
- Do not place the rice cooker in, on, or near open flames, electric burners, heated ovens, or other high temperature equipment or surroundings.
- To disconnect, turn off all controls then gently remove plug from wall outlet.
- Do not use rice cooker for anything other than cooking food product.
- Do not immerse rice cooker base in water, as this will cause permanent damage to unit.
- Do not place the unit in the dishmachine for cleaning.
- Use CAUTION always when filling or emptying the rice cooker with water. Make sure the unit is unplugged before filling and unplugged before emptying water to avoid risk of electric shock.
- Before cleaning the rice cooker – Unit must be unplugged and cool to touch.
- Caution - To ensure continued protection against risk of electric shock, connect to properly grounded outlets only.
- Do not heat any pots or pans inside of the rice cooker.
- Do not put the appliance and pot into the refrigerator or environment that may cause the appliance to freeze. If this situation is unavoidable, place the appliance out at room temperature until it returns to normal condition. Make sure the unit has no sweat on or about the unit before use.
- Allow sufficient space around the cooking area and always place unit on level flat surface. Keep unit a minimum of 4" from wall or other equipment or obstructions to avoid fire or heating of other objects.
- Never use turn on the rice cooker with plastic or foil covering the inner cooking pot.
- When storing, empty all water. DO NOT place any object(s) on top of the rice cooker.

Safeguards & Safety Operating Instructions

Operating the Rice Cooker

Before operating rice cooker, it should be checked to see that it is sitting level.

NOTE: Always wipe down the outer surface of the inner pot before placing it inside the rice cooker. Any moisture remaining on inner pot surface may cause a crackling noise while the unit is heating up. Except for actual cooking area, keep all surfaces dry to prevent damage to the inner working of the appliance while it is in operation.

- Wash inner pot and lid in warm soapy water. Rinse and dry thoroughly.
- Never immerse outer pot in water.
- Always place inner pot inside outer base before plugging in the rice cooker.
- When plugging in the rice cooker, always be sure base pot contains water.
- Save these instructions and refer to them often.

Operating Instructions

USE:

This appliance is for commercial use only. It may be plugged into a standard electrical outlet. (1600W of power)
The measuring cup provided is based on 160g.

Before placing the inner pot into the cooker, be sure the heating plate and outside surface of the inner pot are clean and dry.

Do not allow loose rice or food particles to fall into the cooker.

The inner pot must fit snugly onto the heating plate to ensure proper contact for cooking. Place desired amount of rice into the inner pot.

Add cold water up to the exact level indicated inside of the inner pot. See the below table for the proportion of raw rice to water to use.
By adding too much water you may cause the unit to boil over.

Model No.	Uncooked Rice Qty. (Using Measuring Cup Provided)	Water (Using Measuring Cup Provided)
RC1	5 cups	8 cups
	8 cups	10 cups
	10 cups	12 cups
	15 cups	17 cups
	20 cups	22 cups
	25 cups	28 cups

Remarks: The above information is just for your reference. You can choose to add or reduce the water as per your demands for cooked rice.

Operating Instructions

1. Taste/hardness will vary depending on the quality / type of rice and length of time it is cooked. For a softer, fluffier rice, add a little more water; for firmer, crunchier rice, add a little less water. You may need to experiment to suit your taste.

NOTE: Brown rice takes longer to cook than white rice and requires more water.

2. Place the lid on the rice cooker. Plug it into a standard electrical outlet. The WARM indicator light will come on. Push the “ON” switch down and the COOK indicator light will come on. As the rice expands and cooks, steam will come out of the vent in the lid.

DO NOT place the cooker directly under your cabinets. Slight spattering is normal.

NOTE: Cooking will begin only when the “ON” switch is pushed down and the inner pot is in position in the unit.

3. When cooking is done, the cooker will automatically switch to WARM (the warm indicator light will come on) and will continue until the unit is unplugged. Rice can be kept warm for several hours. For best results, let the cooked rice sit for 15 minutes before stirring or removing. This allows the steam to finish the cooking process. Do not try to prevent the cooker from switching to the WARM cycle. Do not immediately depress the switch again after it has begun the WARM cycle.

4. Fluff rice with a plastic or wood utensil and mix in ingredients such as minced vegetables, if desired.

5. When done, unplug the unit. Always clean the cooker thoroughly as soon as possible after each use.

As rice cooks, a thin crust may develop on the bottom of the cooking bowl. This crust is chewy and many people enjoy eating it. With parboiled and brown rice the crust may be browned on the bottom. The crust can easily be peeled off and discarded, if preferred.

Use the serving scoop (or a wooden spoon or paddle) to stir and remove rice: Do not use metal utensils that can scratch or dent the cooking bowl.

Points to remember:

1. Do not operate the rice cooker without water.
2. Avoid placing unit under any wall cabinets when operating, as much steam is generated. Avoid reaching over the unit when it is operating.
3. Use clean water to fill water reservoir before each use. Do not use wine, broth or other liquids. Do not add anything to the water.
4. Cooking times are estimates and depend on the quantity, size, desired degree of doneness and temperature of food.
5. Cooking times may lengthen/shorten according to personal taste.
6. Use hot pads or oven mitts when removing the lid from the rice cooker. Open the lid carefully to allow steam to escape safely.
7. A bit of water may remain in water reservoir after the rice cooker is turned off. This is normal.
8. Do not use any parts in microwave or on any cooking/heated surface.
9. Unplug after cooking.
10. Allow the unit to cool before cleaning.
11. When cooking a small quantity of rice, be sure to add the correct amount of water to avoid boiling over. Do not keep small amounts of rice warm in the cooker for extended periods.

Cleaning Instructions

⚠CAUTION

- **ALWAYS** unplug the rice cooker before cleaning.
- **DO NOT** hose down, immerse or pressure wash the rice cooker.
- **NEVER** use a scrubber pad, steel wool or abrasive material to clean the rice cooker.

ALWAYS DISCONNECT OR UNPLUG THE ELECTRICAL POWER FROM THE RICE COOKER BEFORE CLEANING.

RECOMMENDED CLEANING

It takes very little time and effort to keep the rice cooker attractive and performing at top efficiency. Clean after each use according to the cleaning schedule below:

PART	REQUIRED ACTION	FREQUENCY
Rice Cooker Inner Warming Pot	Wash thoroughly removing all stuck-on food debris.	After each use
Body	Unplug and after the unit has cooled, empty water from the rice cooker and wipe dry. Wipe down the unit with a damp cloth	Daily
Control Knob	Warnings: Unit should be turned off when not in use. It is recommended that the unit be disconnected from the power supply by shutting off power disconnect switch. Use a clean cloth to wipe down controls and knobs	Daily
Measuring cup and serving spoon	Wash thoroughly with warm soapy water, removing all stuck-on food debris, rinse and dry.	After each use

NEVER run water over the unit.

⚠WARNING An Authorized Servicer should perform any servicing

To Store:
1. Unplug unit.
2. Store in its box in a clean, dry place.
3. Never store it while it is hot or still plugged in.
4. Make sure to clean before storing.
5. Never wrap cord tightly around the appliance.
6. Do not put any stress on the cord where it enters the unit, as it could cause the cord to fray and break.

Troubleshooting

ISSUE	CAUSE	SOLUTION
Rice Cooker not working	Power supply	Check power source
	Power switch has not been turned on	Check to see if the unit is correctly plugged in and turned on
	Manual reset breaker has been activated	Manually reset the warmer. Press the push button to reset the breaker returning the unit back to normal operation
	Plug/cord damaged	Call for service

If problems persist and the assigned solution does not remedy the issue, please call our Globe Service Department at: 866-299-8625.

Limited Warranty

Globe Food Equipment Company ("GFE") warrants to the original purchaser of new equipment that said equipment, when installed in accordance with our instructions within North America and subjected to normal use, is free from defects in material or workmanship for a period of 1 year. The labor warranty is one year from original installation or 18 months from actual factory shipment date whichever date occurs first. Unit must sent prepaid to GFE for repair. No mileage or travel time is paid.

THIS WARRANTY IS IN LIEU OF ALL OTHER WARRANTIES, WHETHER EXPRESSED OR IMPLIED. GFE EXPRESSLY DISCLAIMS ANY IMPLIED WARRANTY OF MERCHANTABILITY OR EXPRESSED OR IMPLIED WARRANTY OF FITNESS FOR A PARTICULAR PURPOSE.

GFE'S OBLIGATION AND LIABILITY UNDER THIS WARRANTY IS EXPRESSLY LIMITED TO REPAIRING EQUIPMENT WHICH PROVES TO BE DEFECTIVE IN MATERIAL OR WORKMANSHIP WITHIN THE APPLICABLE WARRANTY PERIOD. All repairs pursuant to this Warranty will be performed by GFE Service during normal working hours. IN NO EVENT SHALL GFE BE LIABLE FOR INCIDENTAL OR CONSEQUENTIAL DAMAGES TO BUYER OR ANY THIRD PARTY, INCLUDING, WITHOUT LIMITATION, LOSS OF PROPERTY, PERSONAL INJURY, LOSS OF BUSINESS OR PROFITS OR OTHER ECONOMIC LOSSES, OR STATUTORY OR EXEMPLARY DAMAGES, WHETHER IN NEGLIGENCE, WARRANTY, STRICT LIABILITY, OR OTHERWISE.

This warranty is given only to the first purchaser from a retail dealer. No warranty is given to subsequent transferees.

This warranty does not cover product failures caused by: failure to maintain, neglect, abuse, damage due to excess water, fire, normal wear, improper set up and use. Periodic maintenance, not covered.

This warranty is not in force until such time as a properly completed and signed installation/warranty registration or an online registration form has been received by GFE within 30 days from the date of installation. Register online at www.globeslicers.com/warranty.asp.
Proof of purchase is required if extended more than 1 year from date of shipment from the factory

THE FOREGOING WARRANTY PROVISIONS ARE A COMPLETE AND EXCLUSIVE STATEMENT BETWEEN THE BUYER AND SELLER. GFE NEITHER ASSUMES NOR AUTHORIZES ANY PERSONS TO ASSUME FOR IT ANY OTHER OBLIGATION OR LIABILITY IN CONNECTION WITH SAID EQUIPMENT.

Example of items not covered under warranty, but not limited to just these items:

1. Acts of God, fire, water damage, burglary, accident, theft.
2. Freight damage.
3. Improper installation or alteration of equipment.
4. Use of generic or after market parts.
5. Repairs made by anyone other than a GFE designated servicer.
6. Lubrication.
7. Expendable wear parts, adjustable feet, blown fuses, lamps, etc.
8. Cleaning of equipment.
9. Misuse or abuse.